

Order Accuracy Details:

In the order processing area two issues of concern are: (1) whether appropriate information is being recorded on the Order Confirmation (“LSRC”) that Verizon is sending CLECs; and (2) whether the Verizon order correctly reflects what is included on the Local Service Request. Verizon will separately measure performance for order confirmation and order accuracy.

LSRC Accuracy:

Long Term Solution: (NY, CT, MA, RI, NH, ME, VT, PA, DE, NJ, MD, DC, VA, WV)

Upon implementation of the “Request Manager” (formerly known as LSRM in the South states), Verizon will have an automated capability to measure % LSRCs re-sent due to error.

Order Accuracy:

Permanent Solution:

Order accuracy performance will be completed using a manual sampling process whereby 20 completed Service Orders are selected each day using a random number generator within Request Manager. Verizon will print a copy of each Service Order and a copy of the last version of the associated LSR. The complexity of each order type precludes a complete list on a field by field basis for inclusion in this filing. However the specific fields to be addressed include:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
- Due Date

Includes all fields on service order that impact service. For example “optional fields” such as call forwarding to telephone number would be included as a “feature” field and be subject to review.

Appendix M
Order Accuracy Details

Order Accuracy – Directory Listing*

The following fields on the Directory Listing Form of the LSR (LSOG4 or greater) (if populated) need to be compared to SOP: Else - the CSR of the former retail customer needs to be compared to SOP.

<u>Field</u>	<u>Name</u>	<u>Definition</u>
10	LACT	Listing Activity (new, z, change)
11	ALI	Alpha Numeric Listing Identifier Code (optional - change or delete activity) resale & platform additional listings, UNE primary and additional listings
12	RTY	Record Type (main, addl, foreign listing)
13	LTY	Listing Type (listed, non listed)
39	LTN	Listed Telephone Number
45	LNLN	Listed Name, Last Name
46	LNFN	Listed Name, First Name
56	ADI	Address Indicator (O to omit address)
59	LASF	Listed Address House Number Suffix
60	LASD	Listed Address Street Directional
61	LASN	Listed Address Street Name
62	LATH	Listed Address Thorofare (St., Rd., Ave.)
63	LASS	Listed Address Street Suffix (Main St. West)
65	LALOC	Listed Address Locality
94	YPH	Yellow Page Heading

*Applicable to Verizon East states that report OR-6-04